

Outline of Characteristics of a System of Intensive Services that Should be Accessible for Iowans Experiencing Serious Complex Mental Health, Substance Use Disorder, or Intellectual Disability Service Needs

8/26/17

Overview: Iowans with serious, complex mental health, substance use disorder, or intellectual disability service needs should have reasonable access to an array of intensive and effective services that stabilize their immediate needs and provide continuous effective supports and treatment. These services should be:

- Available to everyone who presents themselves on a no eject, no reject basis;
- Sufficiently available to meet everyone's needs; and
- Organized and advertised so everyone involved knows how to find, access, and use them.

Targeted Group of Individuals – Intensive services should be designed to address the needs of individuals with serious, complex needs in the following areas:

- Mental Health
- Substance Use Disorder
- Intellectual/Developmental Disability
- Co-occurring of any of the above
- Dementia
- Brain injury

Service Settings – Intensive services should be available in the following settings:

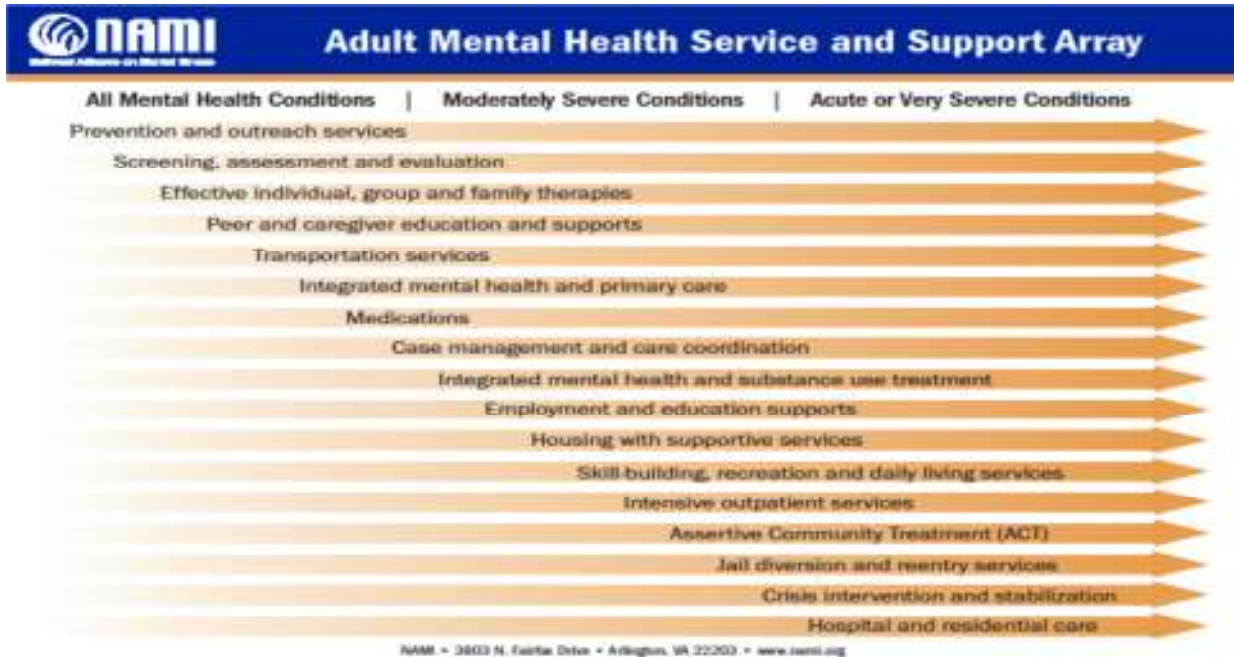
- Family or personal home
- Shared home
- Subacute Sites
- Crisis Centers
- Community-based Programs
- Acute Hospitals
- School
- Work

Specific Services – Specific services should be available at the intensity and in the modality that is most effective to serve individuals with serious, complex service needs such as:

- 1915i Habilitation Waiver Services – e.g., Supported Community Living; Hab Homes
- Assertive Community Treatment (ACT)
- Behavioral Health Intervention Services (BHIS)
- Home and Community Based Services Waiver for Individuals with an Intellectual Disability (ID Waiver) – e.g., Supported Community Living
- Peer Support and Family Support
- Attendant Care
- Crisis services – In-home, mobile, site based, and residential
- Subacute Treatment
- Acute Inpatient Hospital
- Detoxification Services (withdrawal management)
- Substance Use Disorder Residential-Based Treatment including treatment for co-occurring substance use disorder and mental health treatment
- Intensive Case Management

DISCUSSION DRAFT SUBJECT TO REVIEW AND MODIFICATION

Array of Services – Intensive services should be available across the array of services. An array of services is a range of service options including methods for coordinating services available to holistically address the needs of individuals. NAMI's example of a service array is as follows:



Geographical Area – The geographic area is the area in which sufficient intensive services across the entire array should be available to meet the needs of the individuals that reside in the geographical area.

Care Coordination – Intensive services should be accompanied with effective, and assertive care coordination that assists individuals in gaining access to needed and effective medical, social, educational, housing, transportation, vocational, and other appropriate services to ensure they experience recovery, gain resiliency, live safely, gain and maintain health and wellness, and live successfully in their community.

Organization – Each geographic area should have a single designated point of responsibility and accountability to develop, organize, and ensure the availability of intensive services including:

- Access centers that have someone knows where all services are and how to access them and is available to communicate to people on how to access and use them; and
- Public education including law enforcement and judges.